Financial Institutions

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
	High	**Low**	**FCR Total**
Financial Institutions	1 1	1 1	2 2
Customer Company Total	1 1	1 1	2 2

Financial Institutions

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Financial Institutions	1 0	1 0	2 0
Customer Company Total	1 0	1 0	2 0

Financial Institutions

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number -Average time in hours**		
	High	**Low**	**ATTIR Total**
Financial Institutions	1 0.00	1 0.00	2 0.00
Customer Company Total	1 0.00	1 0.00	2 0.00

Financial Institutions

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Financial Institutions	1 0	1 0	2 0
Customer Company Total	1 0	1 0	2 0

Financial Institutions

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents Bottom Number - Average time in hours		
Customer Company	**High**	**Low**	**ATTR Total**
Financial Institutions	1 0.00	1 0.00	2 0.00
Customer Company Total	1 0.00	1 0.00	2 0.00

Financial Institutions

Detail

INC000000299377	Carrie Trujillo	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Bruce Stewart	Financial Institutions	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305403	Paul Allred	Mobile Devices	Error	BlackBerry Enterprise Server		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Financial Institutions	High	Resolved	TTR Missed: No	TTR:	0.00